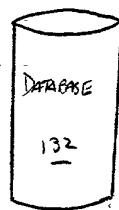
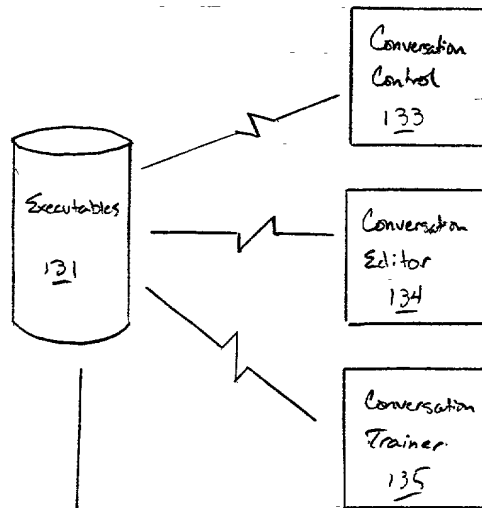


FIG. 1A

130



135

APPROACH A 136		
SCRIPT AA 137		SCRIPT BA 138
Script Items AAA 141	Script Items BAA 142	Script Items BBA 141
		Pause Item ABA 142
		Pause Item BBA 143
		Pause Item CBA 144
		Pause Item DBA 145
		Pause Item EBA 146
		Pause Item FBA 147
		Pause Item GBA 148
		Pause Item HBA 149
		Pause Item IBA 150
		Pause Item JBA 151
		Pause Item KBA 152
		Pause Item LBA 153
		Pause Item MBA 154
		Pause Item NBA 155
		Pause Item OBA 156
		Pause Item PBA 157
		Pause Item QBA 158
		Pause Item RBA 159
		Pause Item SBA 160
		Pause Item TBA 161
		Pause Item UBA 162
		Pause Item VBA 163
		Pause Item WBA 164
		Pause Item XBA 165
		Pause Item YBA 166
		Pause Item ZBA 167

FIG 18

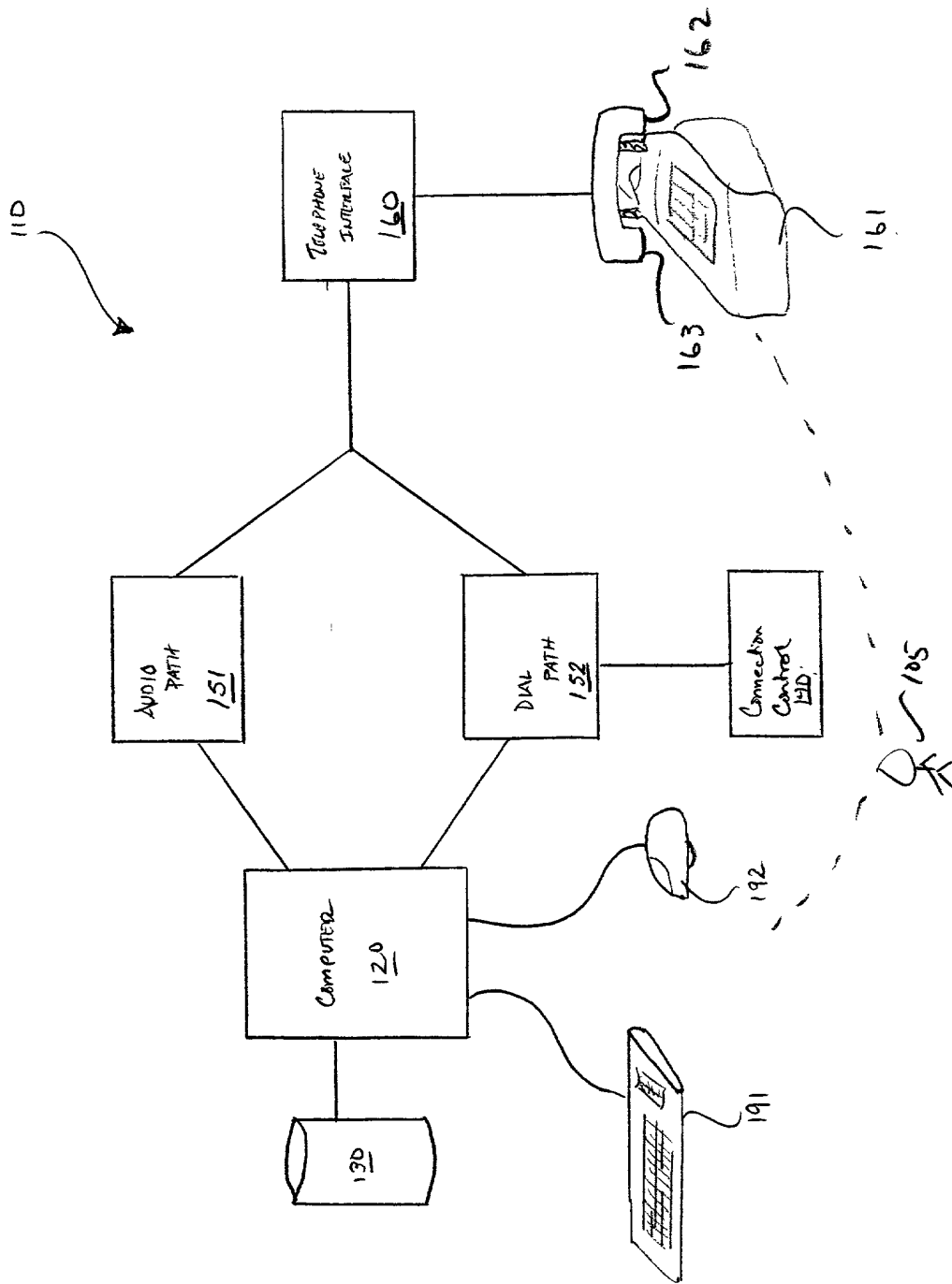


FIG. 2A

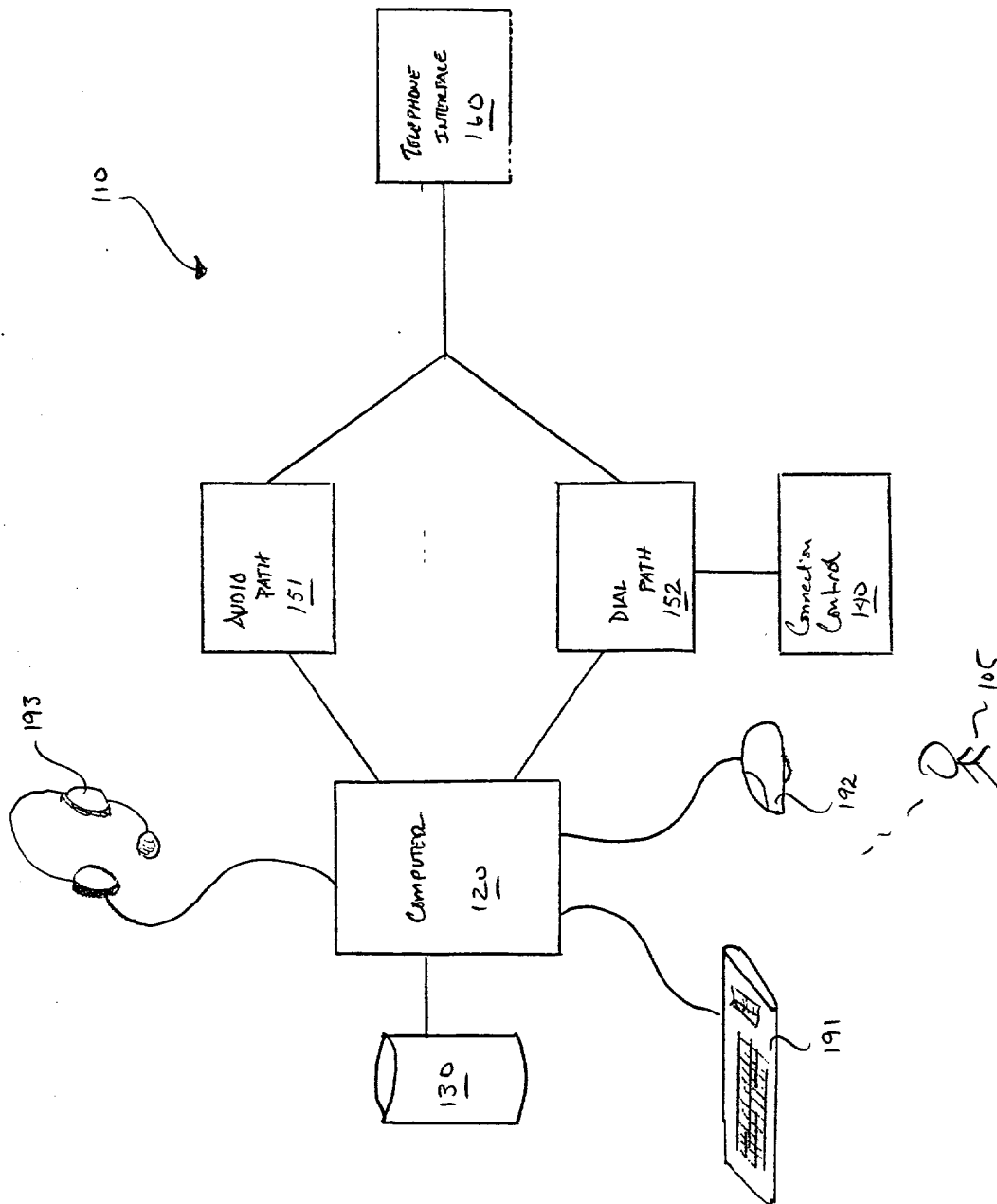


FIG. 2B

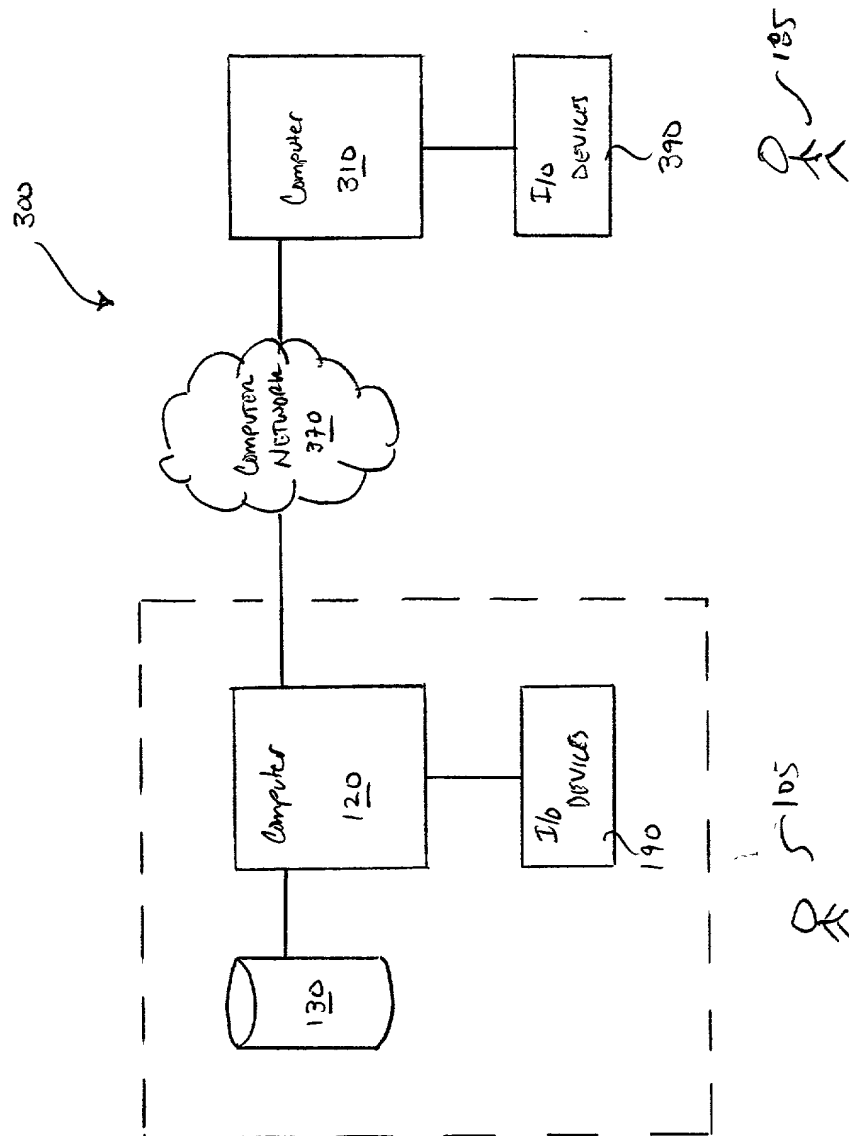


FIG. 3

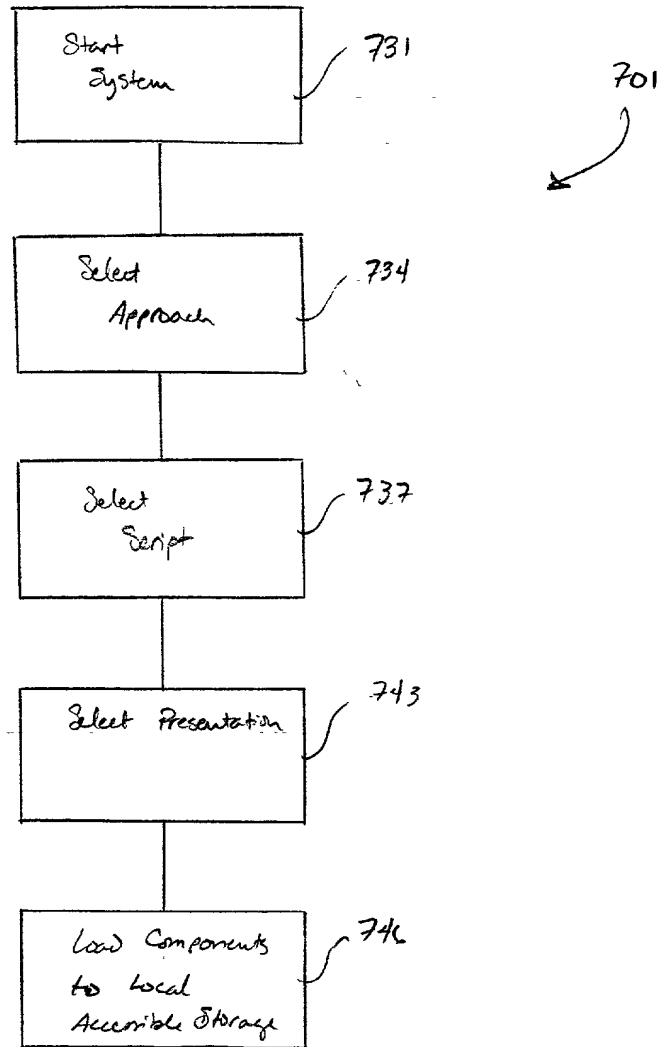


FIG 4A

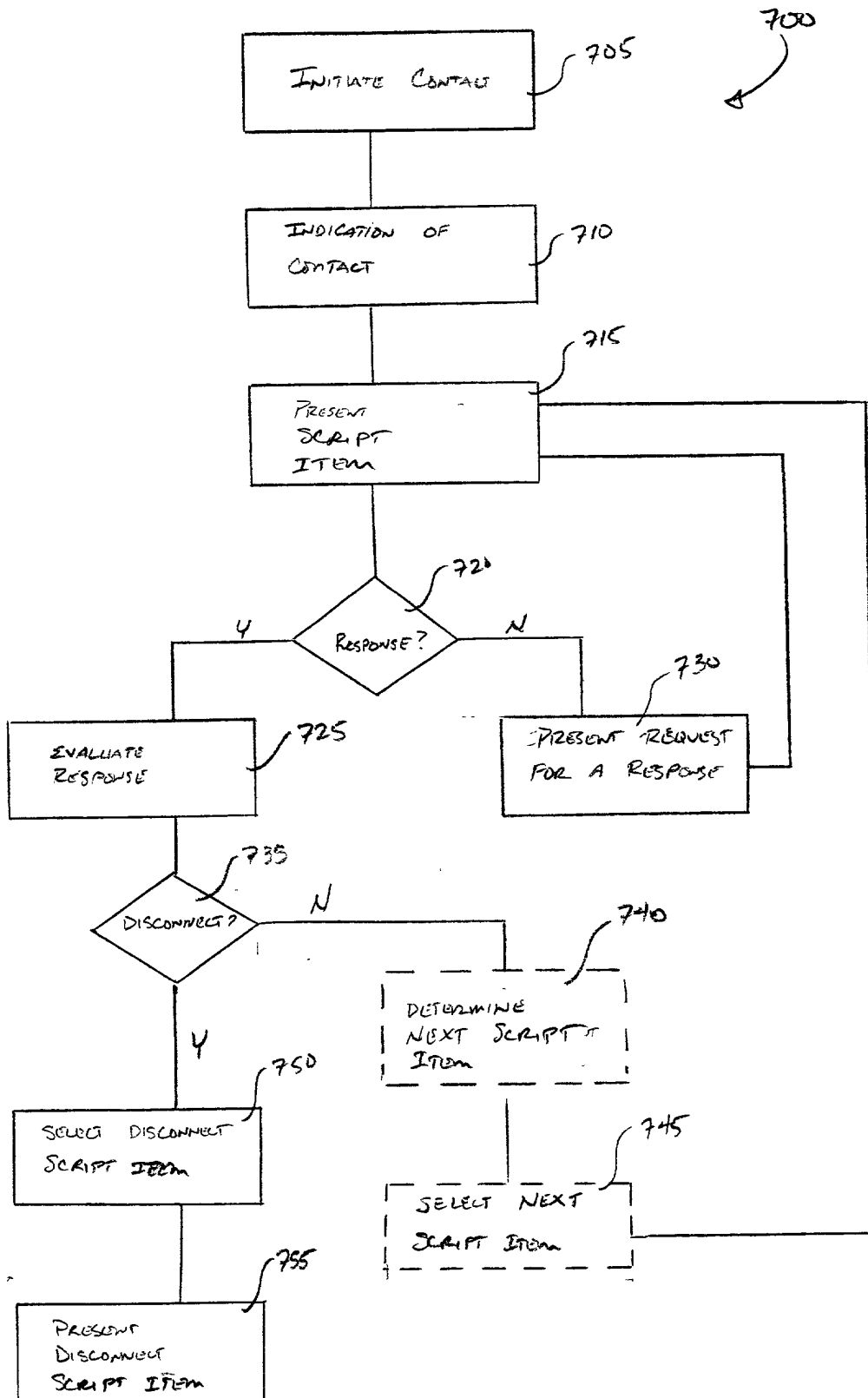


FIG. 4B

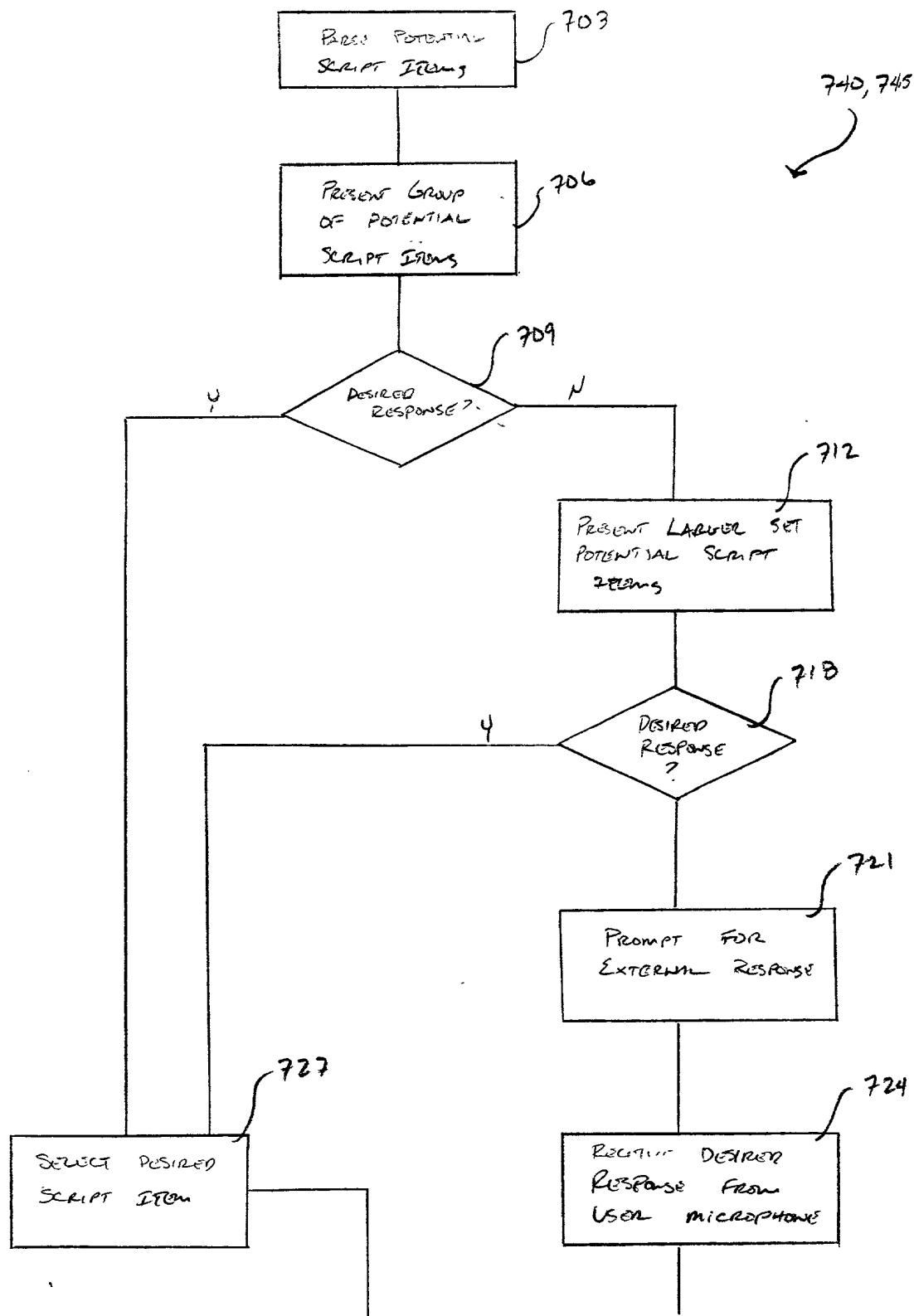


FIG 4C



200901552-030502

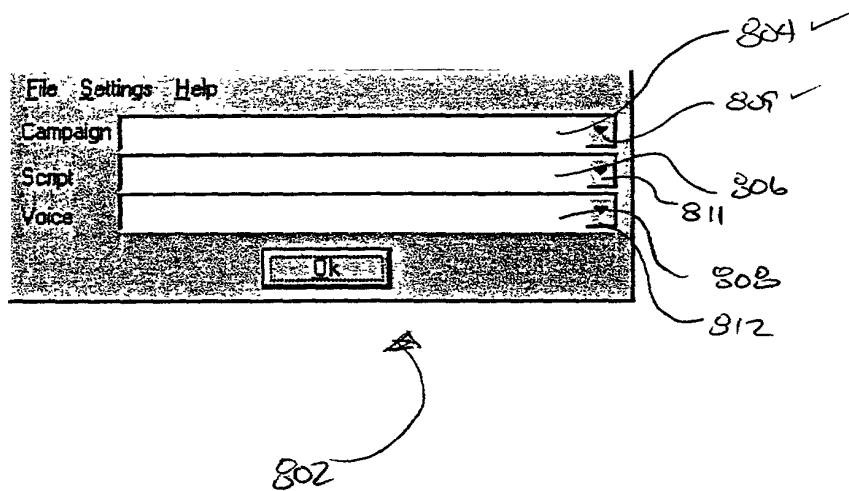


FIG. 5

205050 25315007

File Settings Help

When customer answers, Press 1 to start script

201

	End	Long
1 Introduction Statement	2010	Goodbye
2	2011	To How Much Time?
3	2012	A Call Another Time
4	REPLAY SOUND	
5	STOP SOUND	

Navigation

Back a Screen

Q Retial Script

Agreement

Y Yes

N No

L Laugh

C Company Name

R Repeat that?

G Good

U Uh Huh

O OK

Exactly

I'm doing fine

Other

P Phone Number

Computer/Recording?

S Sorry

B Busy

Short

Agent Name

Why a Survey?

Last Key Pressed

Fig 1

2010

2030

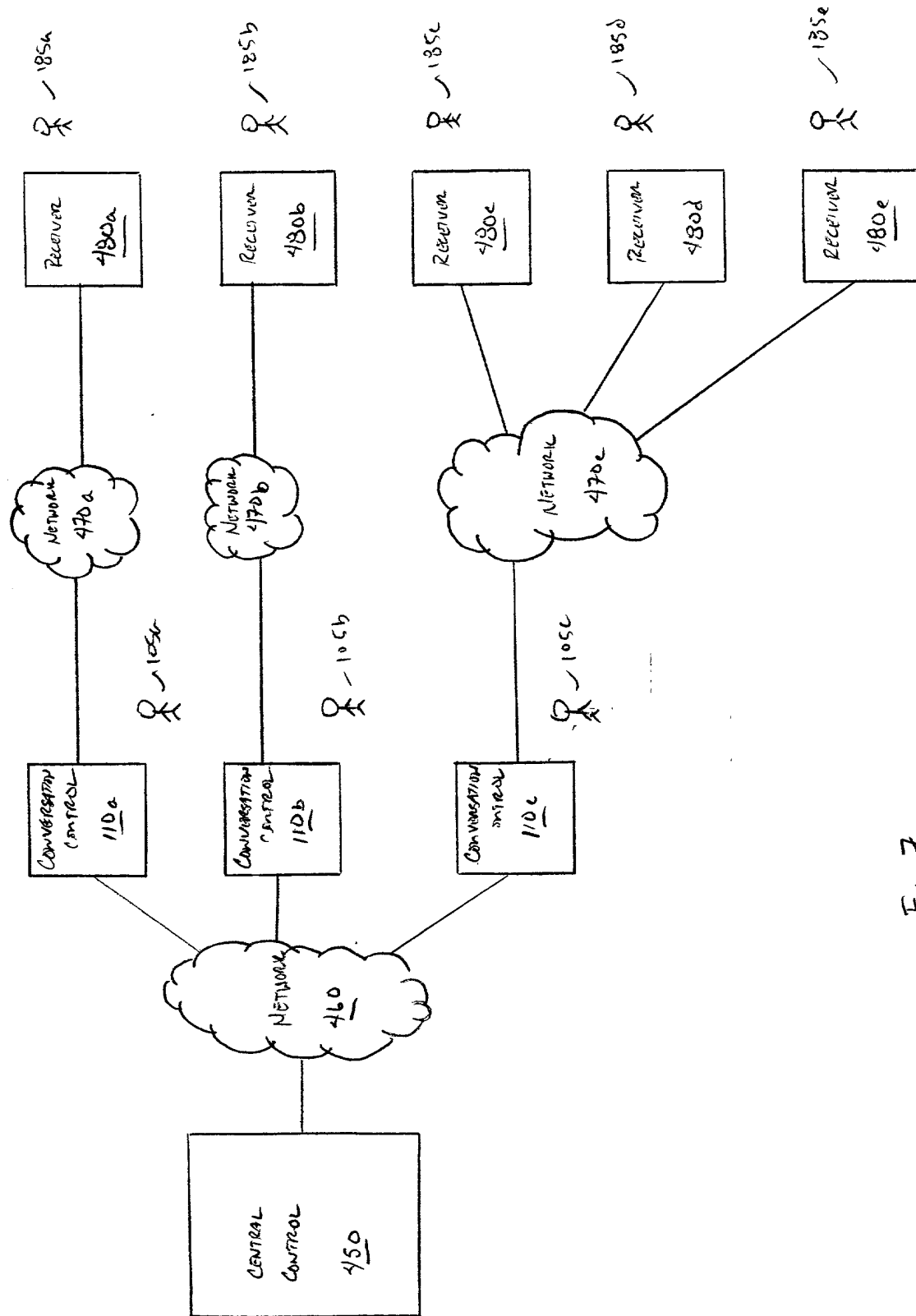


FIG. 7

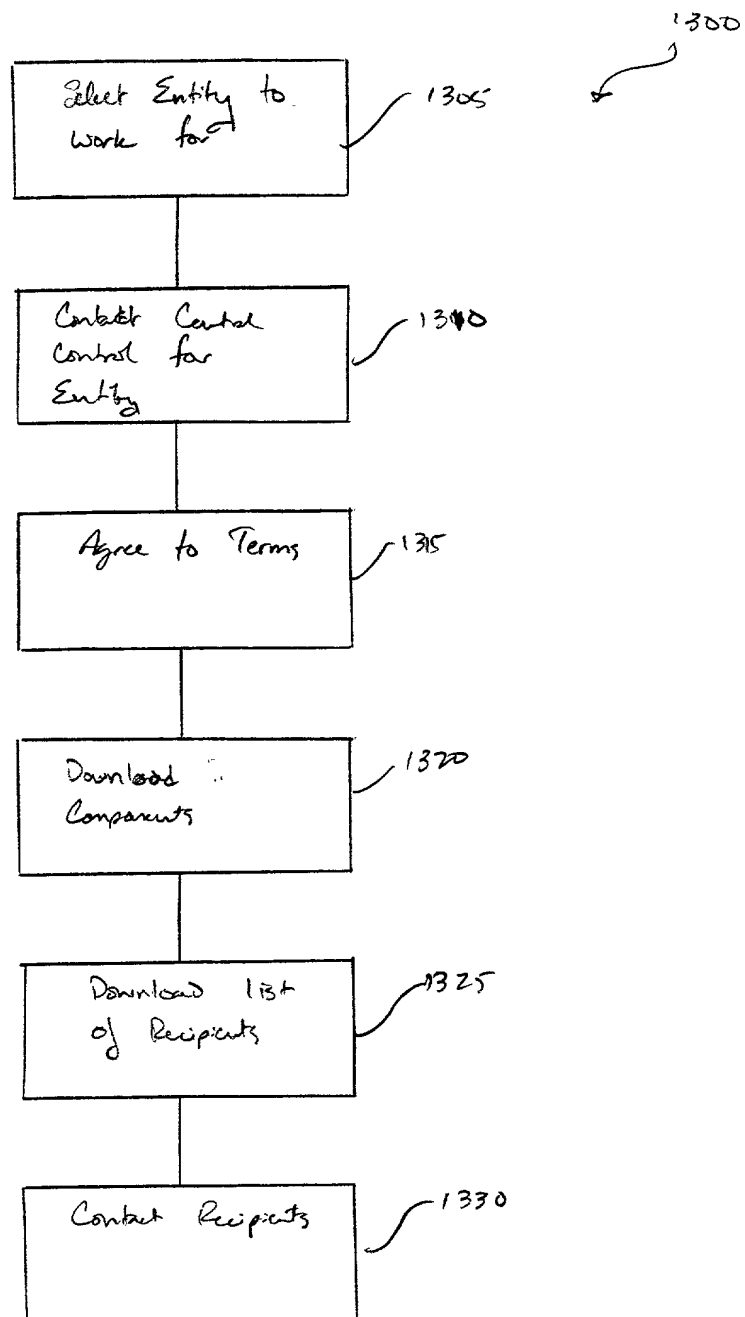


FIG. 8

500

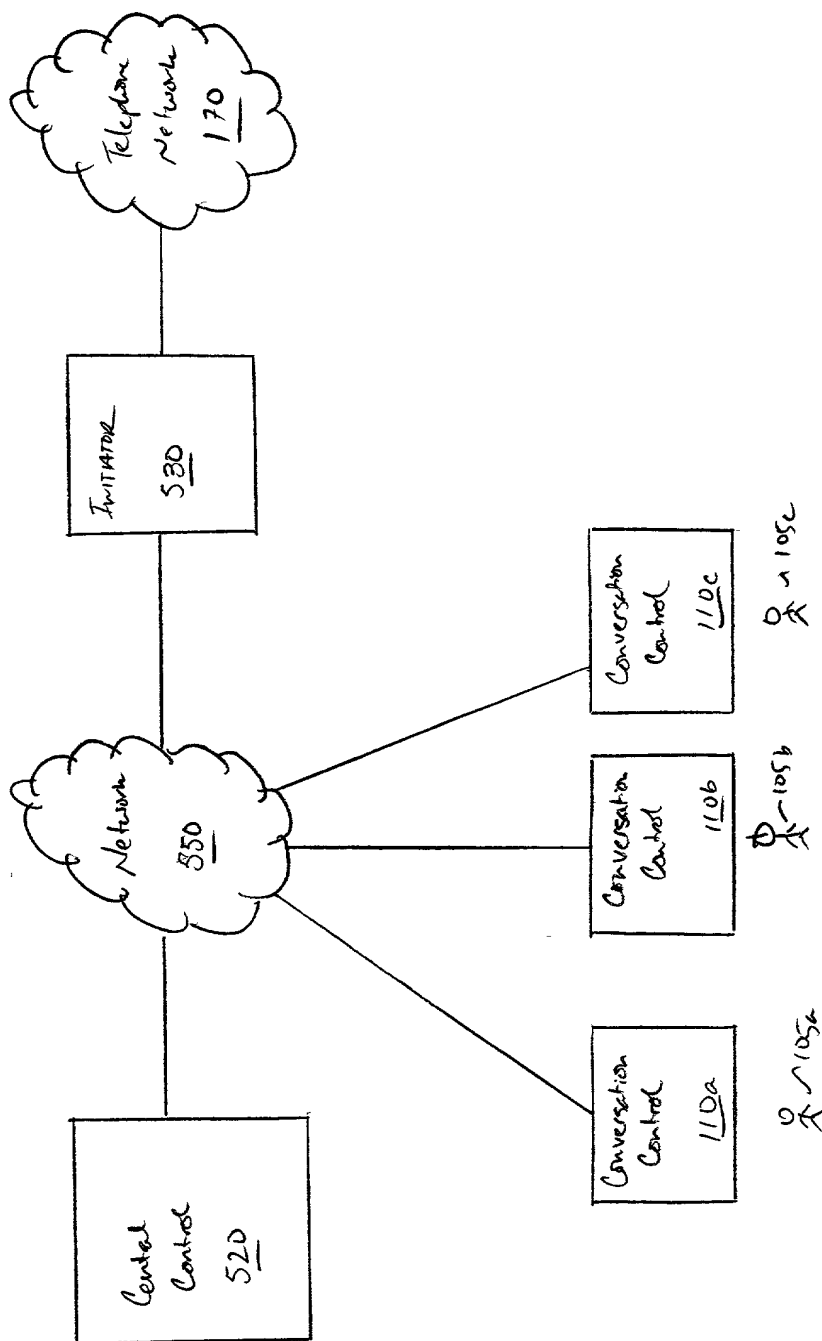


FIG. 9



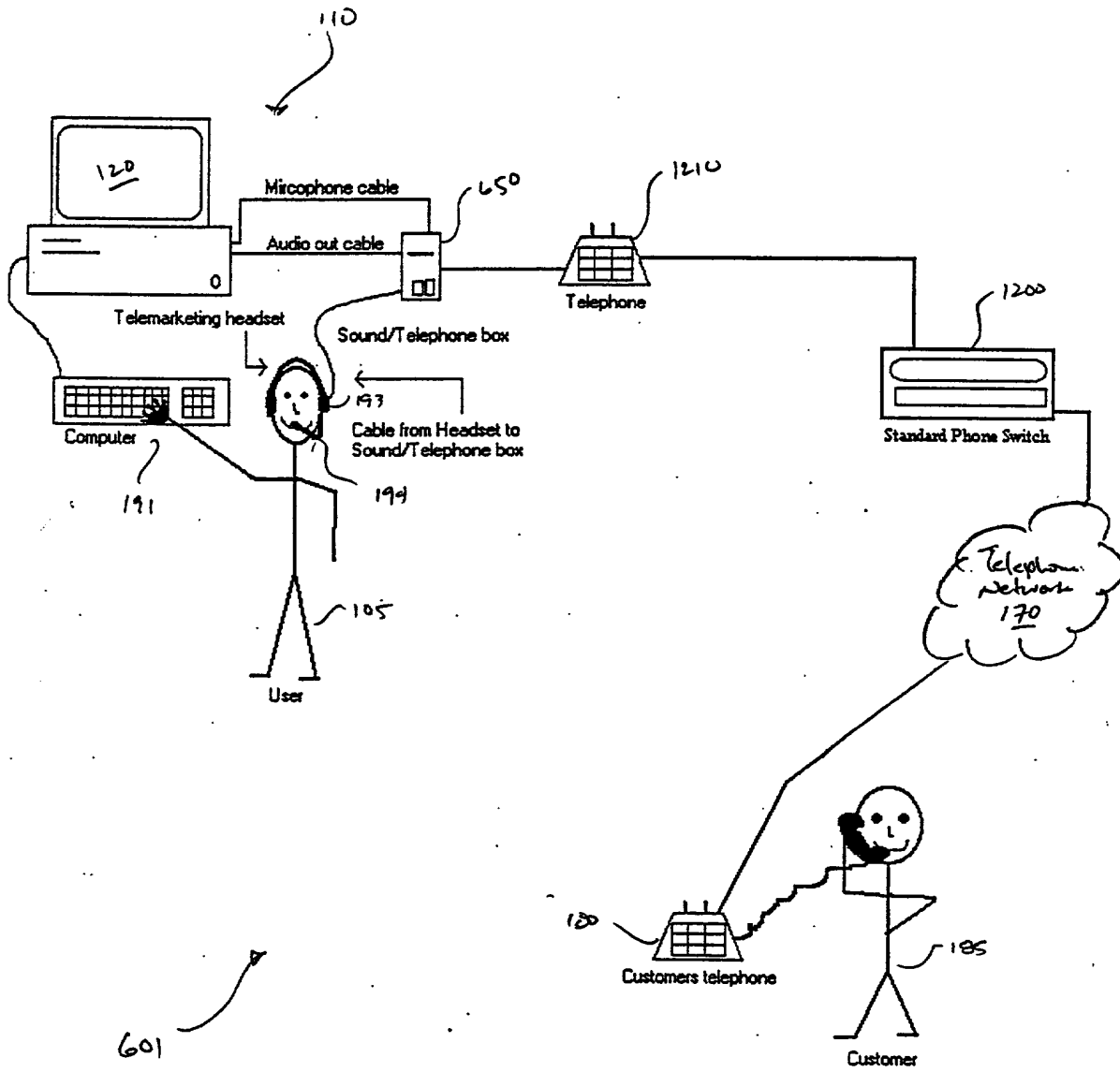


FIG. 10B

20250915.03000

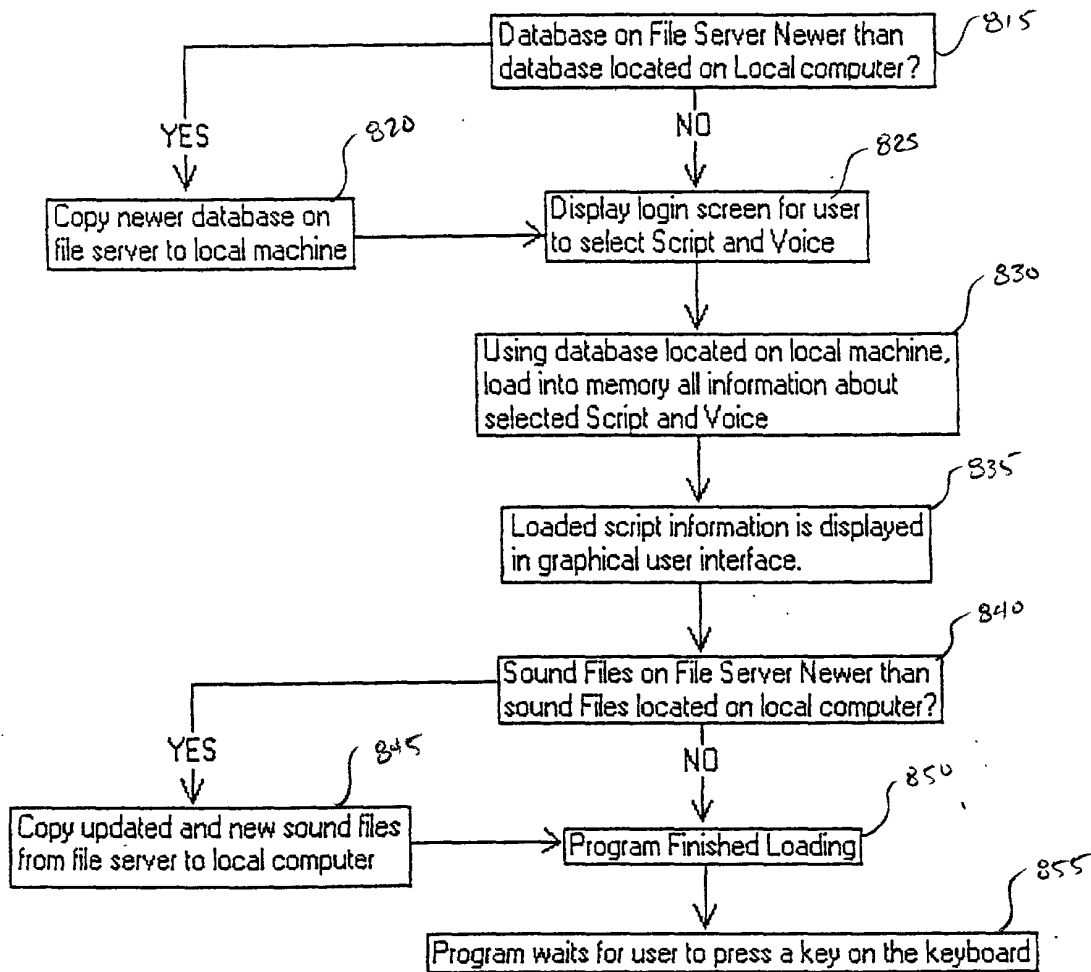


FIG 11